Unit 14: IT Service Delivery – mark grid

General marking guidance

- All learners must receive the same treatment. Examiners must mark the first learner in exactly the same way as they mark the last.
- Marking grids should be applied positively. Learners must be rewarded for what they have shown they can do rather than be penalised for omissions.
- Examiners should mark according to the marking grid, not according to their perception of where the grade boundaries may lie.
- All marks on the marking grid should be used appropriately.
- All the marks on the marking grid are designed to be awarded. Examiners should always award full marks if deserved. Examiners should also be prepared to award zero marks if the learner's response is not rewardable according to the marking grid.
- Where judgement is required, a marking grid will provide the principles by which marks will be awarded.
- When examiners are in doubt regarding the application of the marking grid to a learner's response, a senior examiner should be consulted.

Specific marking guidance

The marking grids have been designed to assess learners' work holistically.
Rows within the grids identify the assessment focus/outcome being targeted. When using a marking grid, the 'best fit' approach should be used.

- Examiners should first make a holistic judgement on which band most closely matches the learner response and place it within that band. Learners will be placed in the band that best describes their answer.
- The mark awarded within the band will be decided based on the quality of the answer in response to the assessment focus/outcome, and will be modified according to how securely all bullet points are displayed at that band.
- Marks will be awarded towards the top or bottom of that band depending on how they have evidenced each of the descriptor bullet points.

Activity 1: Outline IT service strategy

Assessment focus	Band 0	Band 1	Band 2	Band 3
Activity 1 – An outline IT service strategy for the organisation	0	1–3	4–6	7–8
	No rewardable material.	Limited information from the scenario is used to produce a superficial or partial outline strategy, including: • a description of IT service/process requirements that would meet some of the organisation's needs but contains inaccuracies and/or omissions • an attempt to prioritise IT service/process requirements but prioritisation is inappropriate and/or unsupported. Information is considered in isolation, which shows a limited awareness of the given scenario.	Some relevant information from the scenario is used to produce a basic outline strategy, including: • a mostly accurate description of the IT service/process requirements needed to meet most of the organisation's needs • appropriately prioritised IT service/process requirements mostly supported by a rationale. Mostly logical chains of reasoning and some awareness of the given scenario is demonstrated.	Relevant information from the scenario is used to produce a comprehensive outline strategy, including: • an accurate description of the IT service/process requirements needed to meet the organisation's needs • appropriately prioritised IT service /process requirements supported by a clear rationale. Logical chains of reasoning and a full awareness of the given scenario is demonstrated.

There is no single correct way to prioritise service/process requirements. Learners must be assessed on how appropriate their prioritisation is in relation to the rationale they have provided.

Activity 2 - Produce an IT service catalogue

Assessment focus	Band 0	Band 1	Band 2	Band 3
Activity 2 – Produce an IT service catalogue defining the individual IT services for each function of the organisation	0	1–3	4–6	7–8
	No rewardable material.	Limited information from the scenario is used to produce an IT service catalogue, including: • some IT services identified are appropriate but are largely generic and may not be clearly linked to the given business functions • service names and descriptions of the IT services contain inaccuracies that show limited understanding of the organisation's requirements. Service names and descriptions are vague and difficult to understand for a non-IT specialist.	Some relevant information from the scenario is used to produce an IT service catalogue, including: • IT services identified that are mostly appropriate for the given business functions • mostly accurate service names and description of the IT services that show basic understanding of the organisation's requirements. Service names and descriptions are mostly clear and could be understood, with minimal assistance, by a non-IT specialist.	Relevant information from the scenario is used to produce an IT service catalogue, including: • IT services identified that are fully appropriate for the given business functions • accurate service names and description of the IT services that show sound understanding of the organisation's requirements. Service names and descriptions are clear and concise and could be easily understood by a non-IT specialist.

Activity 3 – Design an IT service delivery solution

Assessment focus	Band 0	Band 1	Band 2	Band 3	Band 4
Activity 3 – Design an IT service delivery solution that will meet the needs of the organisation and its customers	0	1–5	6–10	11–15	16–20
	No rewardable material.	Documents provide a limited or inaccurate mapping of the IT service delivery solution for the given organisation.	Documents map most of the IT service delivery solution for the given organisation.	Documents map most of the IT service delivery solution for the given organisation.	Documents fully map the IT service delivery solution for the given organisation.
		Demonstrates limited technical understanding of how the solution works.	Demonstrates some accurate technical understanding of how the solution works.	Demonstrates mostly accurate technical understanding of how the solution works.	Demonstrates accurate and in-depth technical understanding of how the solution works, throughout.
		Limited coverage of: • the data and information required to meet the IT requirements • how hardware and software can be used to implement solution and support users.	Adequate coverage of: • the data and information required to meet the IT requirements • how hardware and software can be used to implement solution and support users.	Effective coverage of: • the data and information required to meet the IT requirements • how hardware and software can be used to implement solution and support users.	Effective and comprehensive coverage of: • the data and information required to meet the IT requirements • how hardware and software can be used to implement solution and support users.
		The solution shows limited awareness of the scenario.	The solution shows some awareness of the scenario.	The solution shows sound awareness of the scenario.	The solution shows perceptive awareness of the scenario.

Learners' evidence for this activity may contain a combination of written, tabular and annotated diagrammatic information, and may consist of more than one document. There is no single preferred method of presenting this evidence. Evidence must be credited if the marking criteria have been met.

Activity 4 – Management report evaluating the solution

Assessment focus	Band 0	Band 1	Band 2	Band 3	Band 4
Activity 4 – Evaluate the appropriateness of the solution you designed in relation to the IT service delivery requirements of the organisation	0	1–3	5–6	7–9	10–12
	No rewardable material.	Superficial or unclear justification of the appropriateness of the solution in relation to the requirements of the organisation.	Partial justification of the appropriateness of the solution in relation to the requirements of the organisation.	Developed justification of the appropriateness of the solution in relation to the requirements of the organisation.	Developed and convincing justification of the appropriateness of the solution in relation to the requirements of the organisation.
		Alternatives, if identified, are likely to be inappropriate.	Appropriate alternatives are identified for some aspects of the solution.	Appropriate alternatives are identified for a range of aspects of the solution.	Appropriate alternatives are identified for a range of aspects of the solution.
		Rationale, if present, shows limited consideration of alternatives and lacks support.	A mostly valid rationale showing some consideration of alternatives with limited support.	A valid and mostly supported rationale showing some consideration of alternatives.	A valid and supported rationale showing a thorough consideration of alternatives.
		The report demonstrates limited reasoning that shows minimal awareness of the scenario.	The report demonstrates some logical chains of reasoning that show an awareness of the scenario, but lack clarity.	The report demonstrates mostly coherent and logical chains of reasoning that show an awareness of the scenario.	The report demonstrates coherent and logical chains of reasoning that show full awareness of the scenario.

Activity 5 –IT service delivery implications report

Assessment focus	Band 0	Band 1	Band 2	Band 3	Band 4
Activity 5 – Analyse the implications of managing IT service delivery to meet the organisation's requirements	0	1–4	5–8	9–12	13–16
	No rewardable material.	Limited consideration of the implications of the solution on the organisation.	Some consideration of the implications of the solution on the organisation.	Mostly appropriate consideration of the implications of the solution on the organisation.	Wide ranging and appropriate consideration of the implications of the solution on the organisation.
		Limited understanding of the solution's capacity to respond to change.	Some understanding of the solution's capacity to respond to change, but some elements may be unrealistic.	Mostly realistic understanding of the solution's capacity to respond to change.	Comprehensive and realistic understanding of the solution's capacity to respond to change.
		The report demonstrates limited reasoning that shows minimal awareness of the implications for the given scenario.	The report demonstrates some logical chains of reasoning that show an awareness of the implications for the given scenario, but lack clarity.	The report demonstrates mostly coherent and logical chains of reasoning that show an awareness of the implications for the given scenario.	The report demonstrates coherent and logical chains of reasoning that show full awareness of the implications for the given scenario.

Activities 1-5 – Use of technical language during the task

Assessment focus	Band 0	Band 1	Band 2	Band 3	Max mark
Activity 1−5: Use of technical language during the task	0 — No awardable content.	1 — Limited appropriate use of technical language.	2−3 — Mostly appropriate technical language with some inconsistencies.	4 — Appropriate and consistent technical language used throughout.	4